FIG. 1

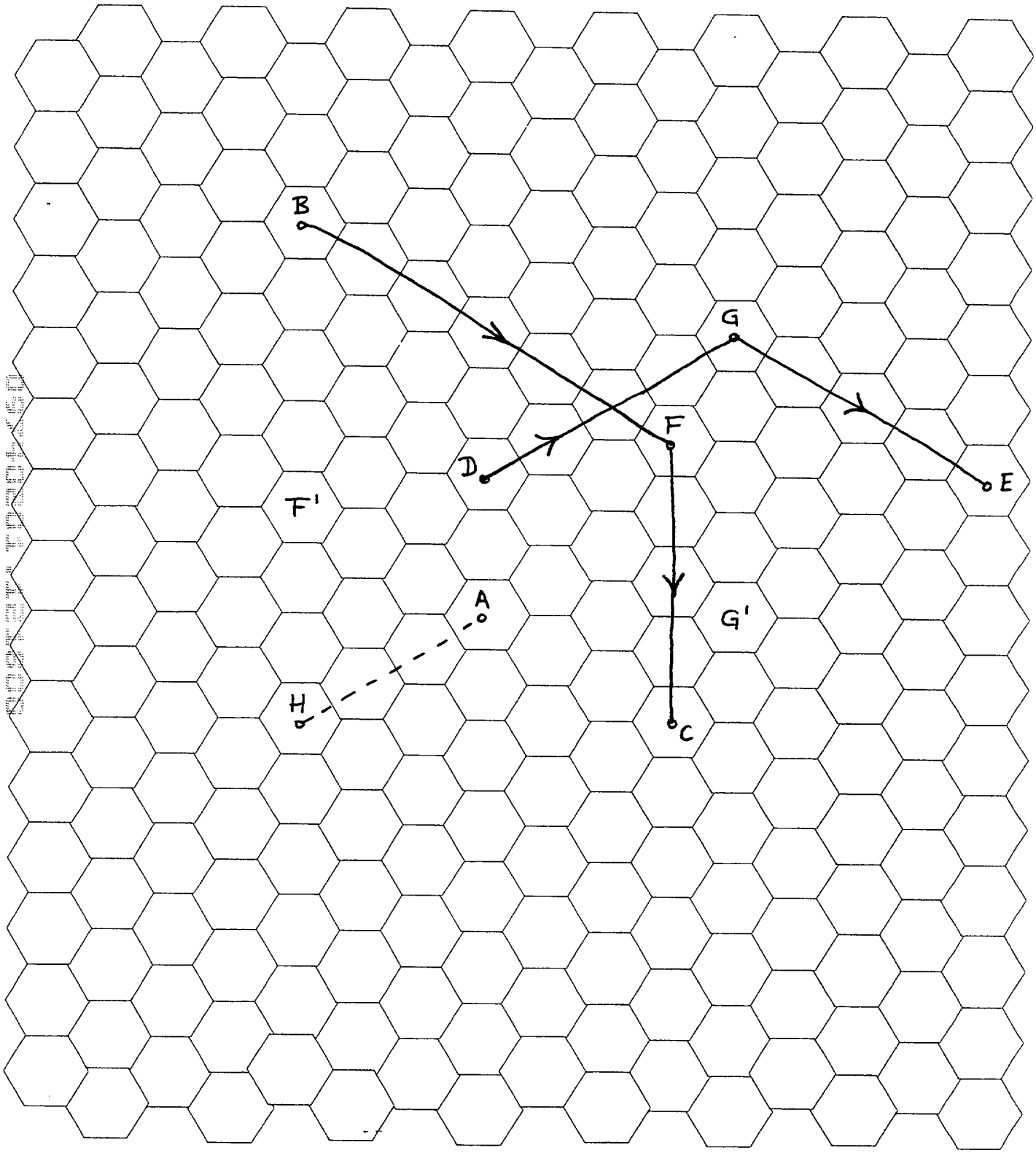


FIG. 2A

Taxi # 1		
Start Position	Destination	Time at Destination
B	C	11.10

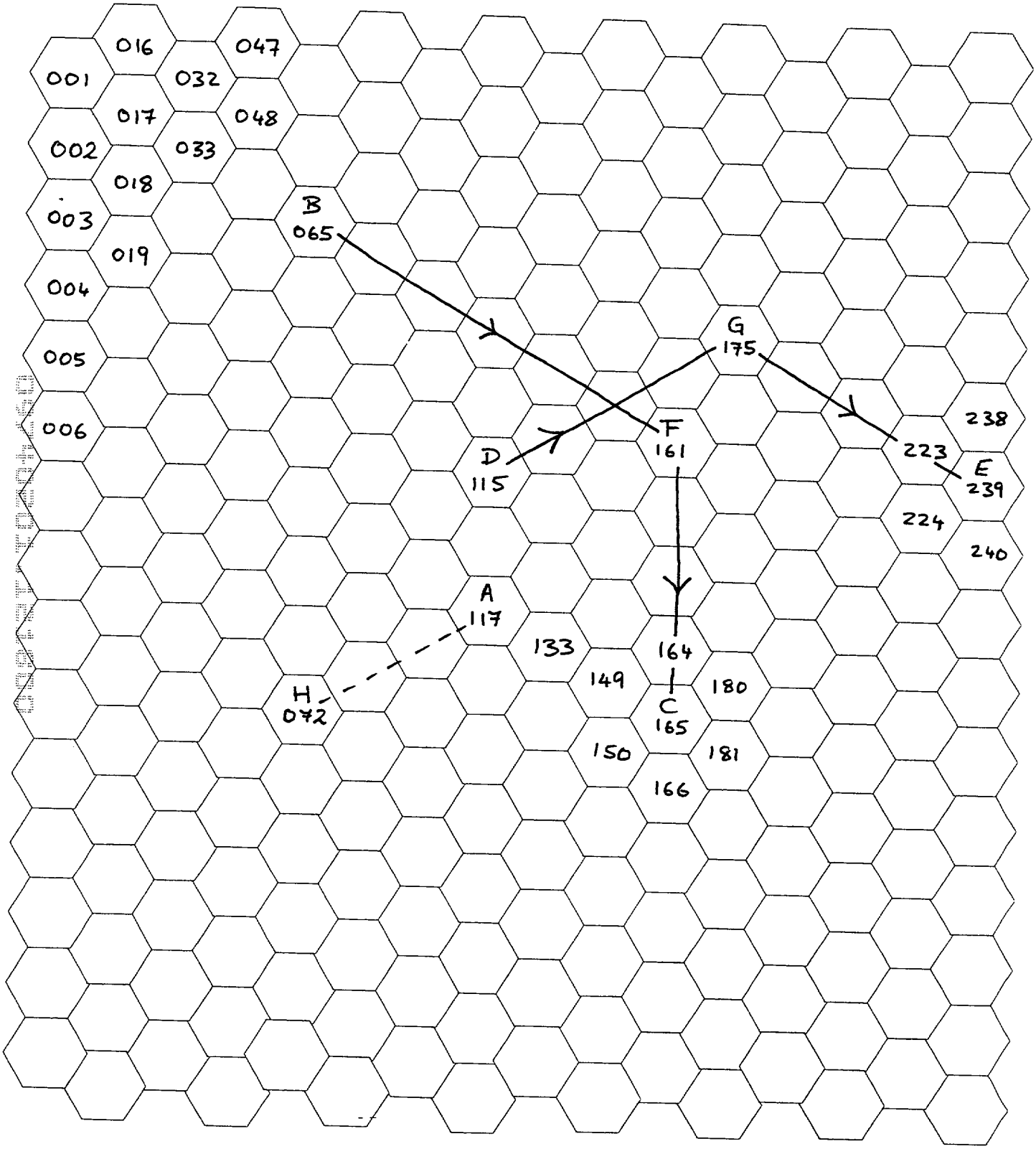
FIG. 2B

Taxi # 2		
Start Position	Destination	Time at Destination
D	E	11.07

FIG. 6

Taxi # 1			
Start Position	Destination	Time at Destination	LCO
65	165	11.10	
165	117	11.13	
117	72	11.16	•
19	177	14.10	A

FIG. 3


016
047
001
032
017
048
002
033
018
003
019
004
005
006
B
065
G
175
F
161
238
223
D
115
E
239
224
240
A
117
133
164
149
180
H
072
C
165
150
181
166

	001	002	003	.....	047	048
001	-	1	2		3	3
002	1	-			3	3
003	2	1	-		3	4
004	3	2	1		4	5
005	4	3	2		5	6
006	5	4	3		6	7

FIG. 4

Skillset for Taxi # 1	
Cell	**Time**
165	11.10
149	11.11
150	11.11
164	11.11
166	11.11
180	11.11
181	11.11
...	...
...	...
133	11.12
...	...
...	...
117	11.13
...	...
...	...

FIG. 5A

Skillset for Taxi # 2	
Cell	**Time**
239	11.07
223	11.08
224	11.08
238	11.08
240	11.08
...	...
...	...
...	...
...	...
...	...
133	11.13
...	...
...	...
117	11.16
...	...

FIG. 5B

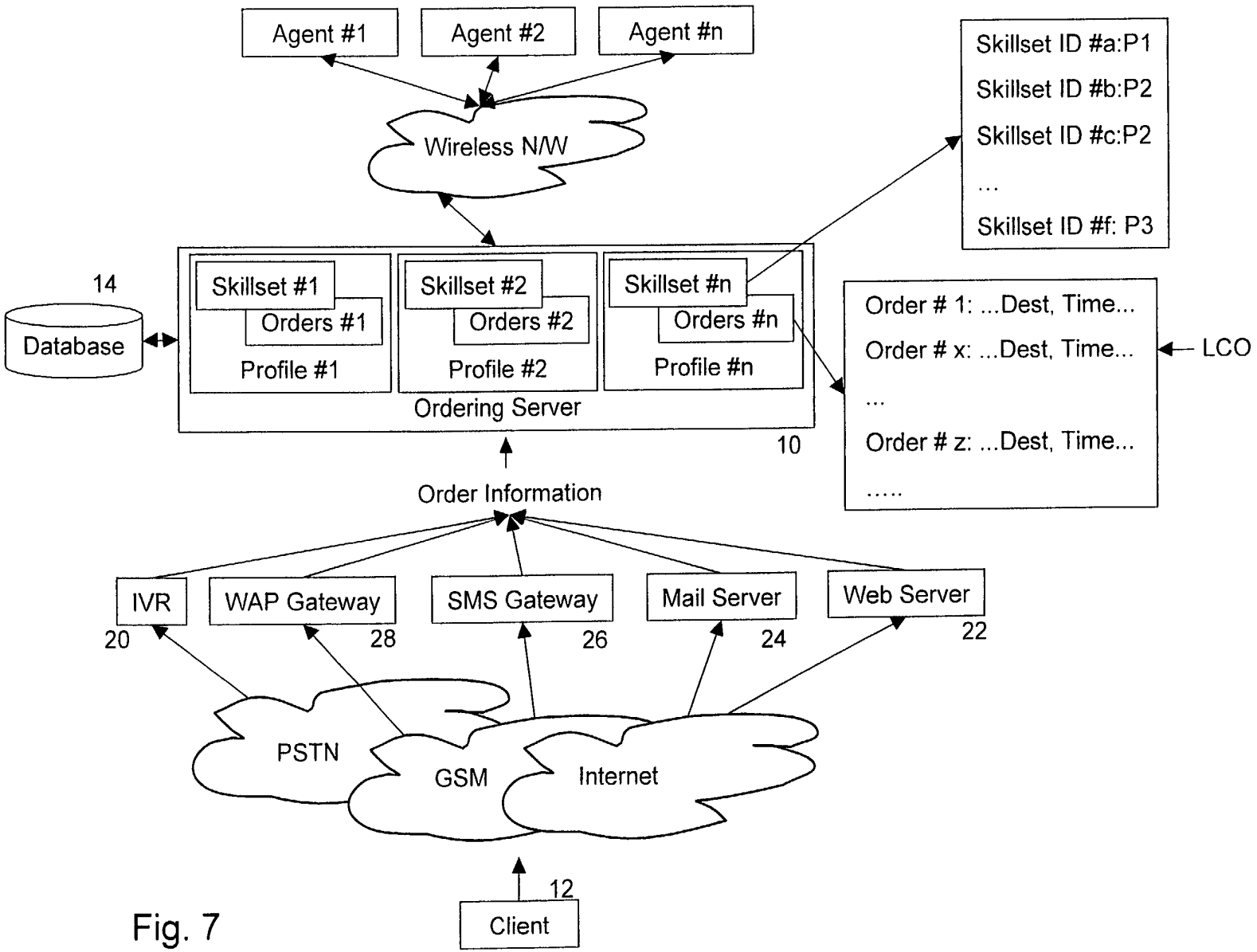

Agent #1
Agent #2
Agent #n
Wireless N/W
Skillset ID #a:P1
Skillset ID #b:P2
Skillset ID #c:P2
...
Skillset ID #f: P3
14
Database
Skillset #1
Orders #1
Profile #1
Skillset #2
Orders #2
Profile #2
Skillset #n
Orders #n
Profile #n
Ordering Server
10
Order # 1: ...Dest, Time...
Order # x: ...Dest, Time...
...
Order # z: ...Dest, Time...
.....
LCO
Order Information
IVR
20
WAP Gateway
28
SMS Gateway
26
Mail Server
24
Web Server
22
PSTN
GSM
Internet
12
Client

Fig. 7

0937F T030+260

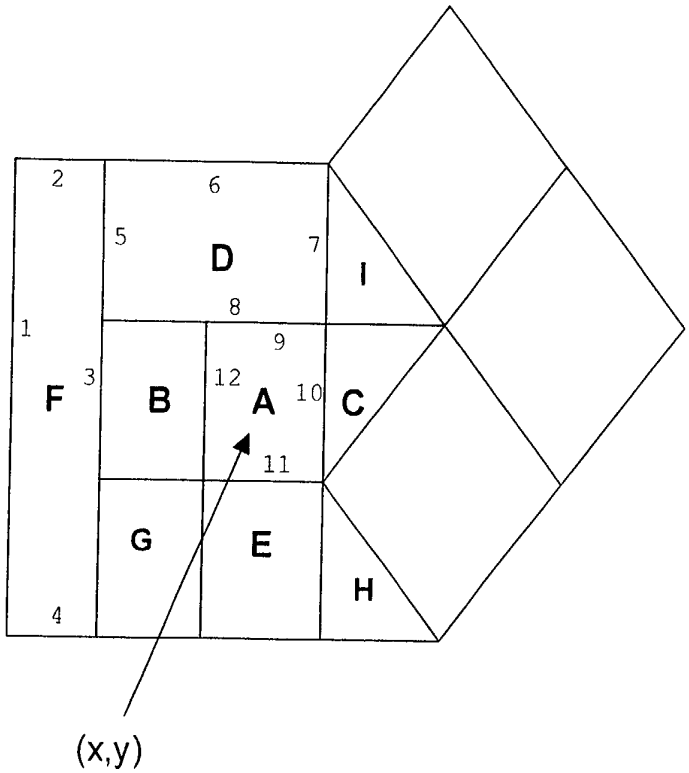


Figure 8

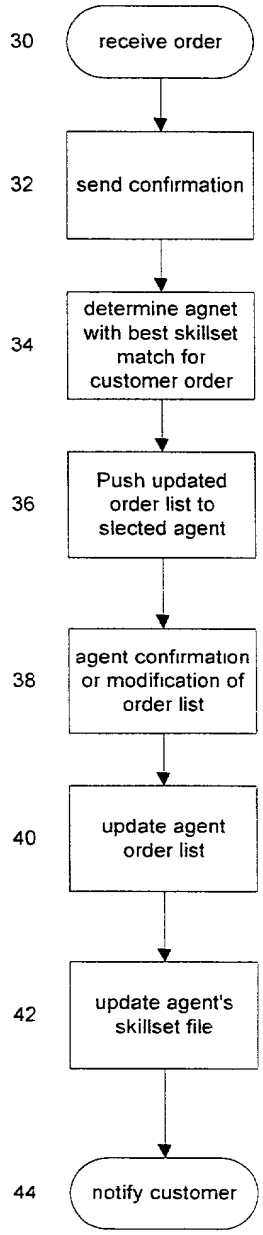

30
receive order
32
send confirmation
34
determine agnet with best skillset match for customer order
36
Push updated order list to slected agent
38
agent confirmation or modification of order list
40
update agent order list
42
update agent's skillset file
44
notify customer

FIG. 9